

**From:** Nancy Ging  
**To:** Microsoft ATR  
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**Subject:** Microsoft Settlement

To: Renata B. Hesse

I have just been reading the settlement proposed for the Microsoft antitrust case, and am appalled at what I've found in the documents. The proposed remedy will in fact serve to further Microsoft's monopolistic hold on the computer operating system market.

They will be installing Windows computers with Windows softwares in our nation's schools. People who receive initial training in Windows are highly unlikely to change later when they begin to purchase products on their own. This is NOT because the Microsoft products are the best. It is because learning a new system is time consuming and expensive. Students trained on Windows will become consumers of Windows only because it's easier. Microsoft has always leveraged that fact of human nature in every way possible. This is just their latest attempt.

If schools had the option to choose their hardware and software *\*freely\** under the agreement (meaning no penalty from Microsoft now or in the future for their choices), that would at least be a little better. Best of all would be if Microsoft was totally removed from the process altogether except for having to fund it. The process should also include honest, factual operating system comparison information (produced by a neutral party) so schools can make an informed decision about the hardware and software they want. Training on any operating system should also be an option. This would allow *\*real\** competition back into the system.

Please do what you can to make this a true remedy, one that actually penalizes Microsoft for their illegal behavior, and not just another example of deceptive tactics on the part of the Microsoft monopoly. It is a great shame for a country based on the benefits of open competition to allow its most promising technology to be controlled and manipulated by the illegal tactics of a monopolistic giant.

I have faith that you and the Antitrust Division will see that Microsoft behavior is truly rectified, justice is served, and the penalty for such illegal behavior is not just paid lip service.

Respectfully,

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